



Resource and Referral Assistant, posted October 20, 2016. Open until filled

Position Title: Resource & Referral Assistant

Program: Care About Childcare

Reports to: Resource & Referral Coordinator

Part time position: Monday through Friday 2-6pm, up to \$13.00 per hour DOE

FLSA Status: Non Exempt

EEOC:

General Summary: Assist the Resource & Referral Department with incoming calls, scheduling, paperwork and general clerical work. Must pass a fingerprint and background check.

Essential Job Functions:

General Office Duties:

- Attend Children’s Service Society and Care About Childcare staff meetings as scheduled
- Keep count of phone calls received for statistical and reporting purposes
- Maintain a filing system for paperwork
- Coordinate with Program Director to maintain phone coverage for the department
- Assist the department with any copying, mailing, printing and other duties as assigned
- Update calendar and inform supervisor of schedule changes and needs
- Follow company policies
- Keep personal use of time to a minimum. Submit agency paperwork to appropriate supervisor in a timely manner. Follow policies and procedures, dress appropriately, and represent the agency in a positive manner
- Communicate with co-workers and team members in a positive, respectful and professional manner. Willing to work on good communication techniques, team building techniques and other ways to improve the CAC team.

Referral Duties:

- Takes incoming calls from clients who are looking for child care and resources pertaining to child care.
- Provides clients with child care referrals according to their needs utilizing a customized child care database, and follows up with any other tasks.
- Trouble-shoot and give additional options to clients regarding their child care situation as needed.
- Works independently gathering program information from new providers, update current child care provider files, and input data on child care referral database.
- Maintains knowledge regarding community resources for clients and providers.
- Maintains client confidentiality.
- Conveys information in a coherent step-by-step manner.
- Asks for clarification and input from supervisors when necessary.
- Ensures that the client has all the information that we have access to, including other community resources as needed.
- Assists with outreach events in the community to advertise services.
- Assists in preparation of mailings to providers and clients.
- Assists the program with any need as assigned by the department coordinator, including but not limited to, attending walk-ins, setting and maintaining providers’ appointments.

Knowledge, Skills, and Abilities:

- Knowledge of/ability to learn company programs and services, policies and procedures
- Skill in operating equipment, such as personal computer, word processing and excel software and IT systems
- Skill in oral and written communication
- Ability to communicate with employees and various business contacts in a professional and courteous manner
- Excellent customer service skills
- Interest in working with people from all backgrounds and cultures
- Ability to work in a team environment
- Ability to organize multiple work assignments and establish priorities
- Ability to negotiate with others and resolve conflicts, particularly in sensitive situations
- Ability to pay close attention to detail and to ensure accuracy of reports and data

Education and Experience:

High school or GED graduate with some computer and customer service experience.

Physical Requirements:**Percentage of Work Time Spent on Activity**

	0%-24%	25%-49%	50%-74%	75%-100%
Seeing: Must be able to read computer screen and various reports				X
Hearing: Must be able to hear well enough to communicate with employees and others				X
Standing/Walking	X			
Climbing/stooping/kneeling	X			
Lifting/pulling/pushing	X			
Fingering/grasping/feeling: Must be able to write, type, and use phone system				X

Note: The statements herein are intended to describe the general nature and level of work performed by employees, but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

To apply, please email a cover letter and resume (preferably in PDF format) to -

Ms. Encarni Gallardo

C/O Carla Jones

carla@cssutah.org

Websites -

www.cssutah.org

www.careaboutchildcare.utah.gov

Updated 10/20/2016